

Annual 47 C.F.R. § 64.2009(e) CPNI Certification EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2009

Date filed: January 22, 2010

Name of company covered by this certification: Communication Services Integrated, Inc.

Form 499 Filer ID: 825182

Name of signatory: Gary E. Middlebrooks

Title of signatory: President, CEO

I, Gary E. Middlebrooks, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. The company has no information respect to the processes pretexters are using to attempt to access CPNI. The steps Communication Services Integrated, Inc. is taking to protect CPNI are described in the attached statement.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed: 

Gary E. Middlebrooks

President, CEO

Communication Services Integrated, Inc.

ATTACHMENT

CSII follows these procedures:

- Access to customer proprietary network information is strictly limited within our organization. This information is accessed only after a Letter of Authorization has been signed by a customer authorizing access to their records. Further, the information is only utilized to provide services to said customer.
- Those limited personnel with access to CPNI are tested annually to ensure they understand CPNI compliance requirements. Should an employee of Communication Services Integrated, Inc. violate CPNI compliance requirements, they will face disciplinary action up to and including dismissal.
- The marketing operations of Communication Services Integrated, Inc. in no way utilize CPNI. We only market the products and services that our company provides.

CSII understands the need to properly authenticate a customer prior to disclosing CPNI based on customer-initiated telephone contact, online account access, or an in-store visit. With regard to § 64.2010, Safeguards on the disclosure of customer proprietary network information, our procedures are as follows:

- CSII does not supply CPNI information via telephone. If an information request is attempted via telephone, CSII requests a written request via fax or email.
- Customer has access to their account billing information through a password protected website. Aside from the initial temporary password, these passwords are generated by the customer. Password changes or resets will only be granted via written request from an authorized contact on the customer record.
- In-store clients are asked to provide identification that matches the customer records. If the information does not match, the customer on the account record is contacted for authorization.

I certify that we are in compliance with these requirements. I can truthfully certify these statements as an officer of the company that currently oversees operations.

Signed Gary E. Middlebrooks

Gary E. Middlebrooks

President, CEO

Communication Services Integrated, Inc.